



Fiskerton Church of England Primary School

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Headteacher Mrs C Bradbury

Dear Parents and Guardians,

We are excited to inform you that Fiskerton CE Primary School is moving to a new school management system called Arbor. This change will help us improve communication and streamline various school processes.

The Arbor app will go live on Monday 22nd June 2026 and will replace the current IRIS Parentmail system that we currently use.

As part of this transition, we kindly ask all parents and guardians to download the Arbor app. The app will be the main way to stay up to date with school news, events, attendance, and other important information such as booking activity clubs and Foxes breakfast and after school club sessions, and making payments.

To help you get started, we have provided a detailed how-to guide for parents on using the Arbor app. You can access the guide here: <https://support.arbor-education.com/hc/en-us/articles/360020147458-Logging-In-to-the-Parent-Portal-Parent-App>

Booking Foxes Sessions

Foxes sessions will currently remain the same price with Breakfast club being £5 and After School club £8. This will be the chargeable price for each of the sessions, regardless of the duration of your child's stay, and will not be refundable.

There will be no facility to cancel bookings on Arbor, so please email the office to let us know and we can action this from our end.

All bookings will need to be made via the Arbor app and can be done up until the session begins. The office will no longer be able to book you onto these. For parents that have paid in full for term 6, these bookings will be honoured. For parents that pay weekly/termly, your term 6 bookings have been honoured up to Friday 26th June, bookings from the week commencing Monday 29th June will need to be done via the app.

You will have the option to book in a day at a time or a whole week at a time. You will be able to book these sessions in advance from Monday 22nd June and have the option to do this for the remainder of the academic year.

Instructions on how to book your sessions, please see the link below.

[Signing my child up for a Breakfast or After-School Club on the Parent Portal or Parent App – Arbor Help Centre \(arbor-education.com\)](https://support.arbor-education.com/hc/en-us/articles/360020147458-Logging-In-to-the-Parent-Portal-Parent-App)

For those parents who pay for the wraparound via the Government voucher scheme, you can still book the sessions as above, but your account will show a negative balance until you have informed us that the monies have been paid. We can then verify this on our system and clear the balance. It is



imperative that you let us know each time, by email, when a payment is made so we can action this on Arbor.

Non-Funded Preschool Sessions

Payments for any non-funded preschool sessions will be sent through the Arbor app as an invoice.

Payments

To be able to book Foxes sessions, clubs and trips, you will need to top up your Arbor account in advance before selection. If your account has an outstanding owing amount, it will not let you book in until this is cleared. Please note that any outstanding balances from IRIS Parentmail will be transferred to Arbor and no further bookings can be made until the balance has been cleared.

Thank you for your cooperation and support as we make this important move.

If you have any questions or need assistance, please do not hesitate to contact the school office.

Yours sincerely,

Miss Jodie Bird
Administrator
Fiskerton CE Primary School